



## **FAMILY CAMP AT YOSEMITE**

### **FEES AND RESERVATIONS**

### **FAQ'S**

#### **FEES**

- Prices are a per person price based upon Residency or Non-Residency within the County of Santa Clara. They are not a per tent price.
- If you are a Non-Resident of Santa Clara, but are a guest of a Santa Clara Resident you would still pay the Non-Resident Rates. Prices are based upon one's Age and Residency they are not based upon who reserves the tent!

#### **PROOF OF RESIDENCY REQUIREMENTS (ORIGINAL OR PHOTOCOPY)**

- Current Utility Bill (PG&E, Comcast, Water, SBC)  
~OR~
- Current Property Tax bill/ Receipt.
- Name and address must match the names listed on the application.

#### **FORMS OF PAYMENT (ONE FORM OF PAYMENT PER RECEIPT)**

- Check; made payable to: City of San José
- Cash
- Cashier's Check
- Money Orders
- Credit Cards Accepted: Visa, MasterCard or Discover Card.

#### **PAYMENT INFORMATION (MUST BE PAID IN FULL 30 DAYS BEFORE CAMP ARRIVAL)**

#### **RESERVATIONS**

- Applicants must be 18 in order to reserve a tent.
- At time of reservation a 35% deposit is required unless the reservation is made less than 30 days prior to arrival.
- Final balance is due 30 days prior to arrival at camp.
- Reservations are Non-Transferable.

#### **CANCELLATIONS AND CHANGES**

- All cancellations and/ or change requests must be received in writing or via email
  - Faxed: (408) 286-3682
  - Emailed: [familycamp@sanjoseca.gov](mailto:familycamp@sanjoseca.gov)
  - US Mail: 1300 Senter Road, San José, CA 95112
  - In person: During office hours: Monday- Friday from 10:00 a.m. - 3:00 p.m.

- Cancellation requests must contain:
  - Reservation Confirmation number (top right hand corner of confirmation #99-xxxxxx)
  - Camp dates and tent number
  - Cancellation Examples
    - Change dates from June XX- June XX to July XX- July XX
    - Delete “John Doe” from reservation
    - Add “Jane Doe” to reservation for X number of nights, include age, residency or non-residency information (reminder all Resident adults must also provide proof of San José Residency)

### **CANCELLATION CHARGES (ONLY IF THE RESERVATION IS CANCELLED)**

- This amounts detailed below will be subtracted from the overall reservation total - NOT the amount of the deposit.
  - \$50.00\*: 28 days or more notice (from start of reservation).
  - \$85.00 or 25%\*: Less than 28 days but more than 14 days notice (from start of reservation)
  - \$100.00 or 50%\*: Less than 14 days but more than 48 hours notice (from start of reservation)
  - No Refund: Less than 48 hours notice (from start of reservation)
  - No cancellations will be made for requests submitted less than 48 hours before the start of the reservation.

### **RESERVATION CHANGE FEES**

- A \$20.00 Reservation Change Fee will be applied if the following modifications made to an existing reservation.
  - Reducing number of nights
  - Changing dates
  - Changing tents
  - Adding campers to reservation less than one week prior to arrival at camp without notification.
- In order to receive a partial refund, all requests must be received 48 hours before start of reservation.
- No reservation changes will be made for requests submitted less than 48 hours before the start of the reservation.
- Reservations are non-transferable.

### **TENT DESCRIPTION**

- Tents can sleep up to six (6) individuals.
- If you have more than six (6) individuals per tent, please contact the Family Camp Office prior to reserving for assistance.
- Each tent consists of a wooden floor and wooden frame, covered by a heavy canvas. There are no walls or doors.